

ABSTRACT

An apparatus and method are provided for estimating the grade of service (52) and offered traffic (51) for voice over internet protocol calls at a gateway (2) bridging calls between a public switched telephone network (3) and an internet protocol network (4), the gateway (2) having a dial-control management information base. The method comprises the steps of periodically polling the dial-control management information base for dial peer traffic statistics (44), storing the polled data, estimating the carried traffic using the polled data (501), estimating the grade of service (52) by utilizing the Erlang-B formula in an inverse manner (502), operating on the estimated carried traffic obtained in the first estimating step (501), and estimating the offered traffic (51) using the estimated values for the carried traffic and the grade of service (52) obtained in the previous estimation steps (503). In a second embodiment of the invention, a system (Fig. 4) utilizing the method, continuously monitors the grade of service (52) and offered traffic (51) at gateways (2) in an internet protocol telecom network supporting voice over internet protocol. An enhancement of the system further comprises a world wide web interface (46) for generating monitoring reports.